

02-25-05

PTO/SB/17 (12-04v2)

Approved for use through 7/31/2006. OMB 0651-0032
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Effective on 12/08/2004. Fees pursuant to the Consolidated Appropriations Act, 2005 (H.R. 4818).		Complete if Known	
FEE TRANSMITTAL For FY 2005		Application Number	09/577232-Conf. #3633
		Filing Date	May 23, 2000
		First Named Inventor	Lundy M. LEWIS
		Examiner Name	D. E. England
		Art Unit	2143
<input type="checkbox"/> Applicant claims small entity status. See 37 CFR 1.27	Attorney Docket No.	APB-022RCE	
TOTAL AMOUNT OF PAYMENT		(\$)	450.00

METHOD OF PAYMENT (check all that apply)	
<input type="checkbox"/> Check	<input type="checkbox"/> Credit Card
<input type="checkbox"/> Money Order	<input type="checkbox"/> None
<input type="checkbox"/> Other (please identify): _____	
<input checked="" type="checkbox"/> Deposit Account	Deposit Account Number: 12-0080
	Deposit Account Name: Lahive & Cockfield, LLP
For the above-identified deposit account, the Director is hereby authorized to: (check all that apply)	
<input checked="" type="checkbox"/> Charge fee(s) indicated below	<input type="checkbox"/> Charge fee(s) indicated below, except for the filing fee
<input checked="" type="checkbox"/> Charge any additional fee(s) or underpayment of fee(s) under 37 CFR 1.16 and 1.17	<input checked="" type="checkbox"/> Credit any overpayments

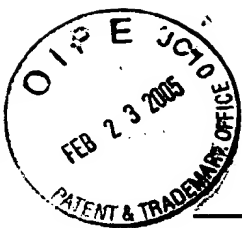
FEE CALCULATION						
1. BASIC FILING, SEARCH, AND EXAMINATION FEES						
	FILING FEES		SEARCH FEES		EXAMINATION FEES	
		Small Entity		Small Entity		Small Entity
Application Type	Fee (\$)	Fee (\$)	Fee (\$)	Fee (\$)	Fee (\$)	Fee (\$)
Utility	300	150	500	250	200	100
Design	200	100	100	50	130	65
Plant	200	100	300	150	160	80
Reissue	300	150	500	250	600	300
Provisional	200	100	0	0	0	0
2. EXCESS CLAIM FEES						
					Fee (\$)	Small Entity Fee (\$)
Fee Description						
Each claim over 20 (including Reissues)					50	25
Each independent claim over 3 (including Reissues)					200	100
Multiple dependent claims					360	180
Total Claims		Extra Claims	Fee (\$)	Fee Paid (\$)	Multiple Dependent Claims	
_____		x	_____	=	Fee (\$)	Fee Paid (\$)
Indep. Claims		Extra Claims	Fee (\$)	Fee Paid (\$)		
_____		x	_____	=		
3. APPLICATION SIZE FEE						
If the specification and drawings exceed 100 sheets of paper (excluding electronically filed sequence or computer listings under 37 CFR 1.52(e)), the application size fee due is \$250 (\$125 for small entity) for each additional 50 sheets or fraction thereof. See 35 U.S.C. 41(a)(1)(G) and 37 CFR 1.16(s).						
Total Sheets	Extra Sheets	Number of each additional 50 or fraction thereof		Fee (\$)	Fee Paid (\$)	
_____ - 100 =	_____	/50 _____ (round up to a whole number) x		_____	=	
4. OTHER FEE(S)						
Non-English Specification, \$130 fee (no small entity discount)					Fees Paid (\$)	
Other (e.g., late filing surcharge): 1252 Extension for response within second month					450.00	

SUBMITTED BY			
Signature	<i>Christopher J. McKenna</i>	Registration No. (Attorney/Agent)	53,302
Name (Print/Type)	Christopher J. McKenna	Telephone	(617) 227-7400
		Date	February 23, 2005

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as Express Mail, Airbill No. EV 466145925 US, in an envelope addressed to: MS Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below.

Dated: February 23, 2005

Signature: *Christopher J. McKenna* (Christopher J. McKenna)



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of: Lundy Lewis

Application No.: 09/577,232

Filed: May 23, 2000

For: *METHOD AND APPARATUS FOR SERVICE
ANALYSIS IN SERVICE LEVEL MANAGEMENT
(SLM)*

Attorney Docket No.: APB-022RCE

Art Unit: 2143

Examiner: ENGLAND, David E.

Mail Stop Amendment
Commissioner for Patents
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Date: February 23, 2005

Signature:

(Christopher J. McKenna)

RESPONSE TO NON-FINAL OFFICE ACTION

Dear Sir:

INTRODUCTORY COMMENTS

This Amendment and Response is filed responsive to the Non-Final Office Action mailed September 23, 2004, the response period for which is extended to February 23, 2005, by the accompanying Request for a Two Month Extension of Time. In view of the comments set forth below, Applicants submit that all of the pending claims are patentable and in condition for allowance.

Remarks/Arguments begin on page 2 of this paper.

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